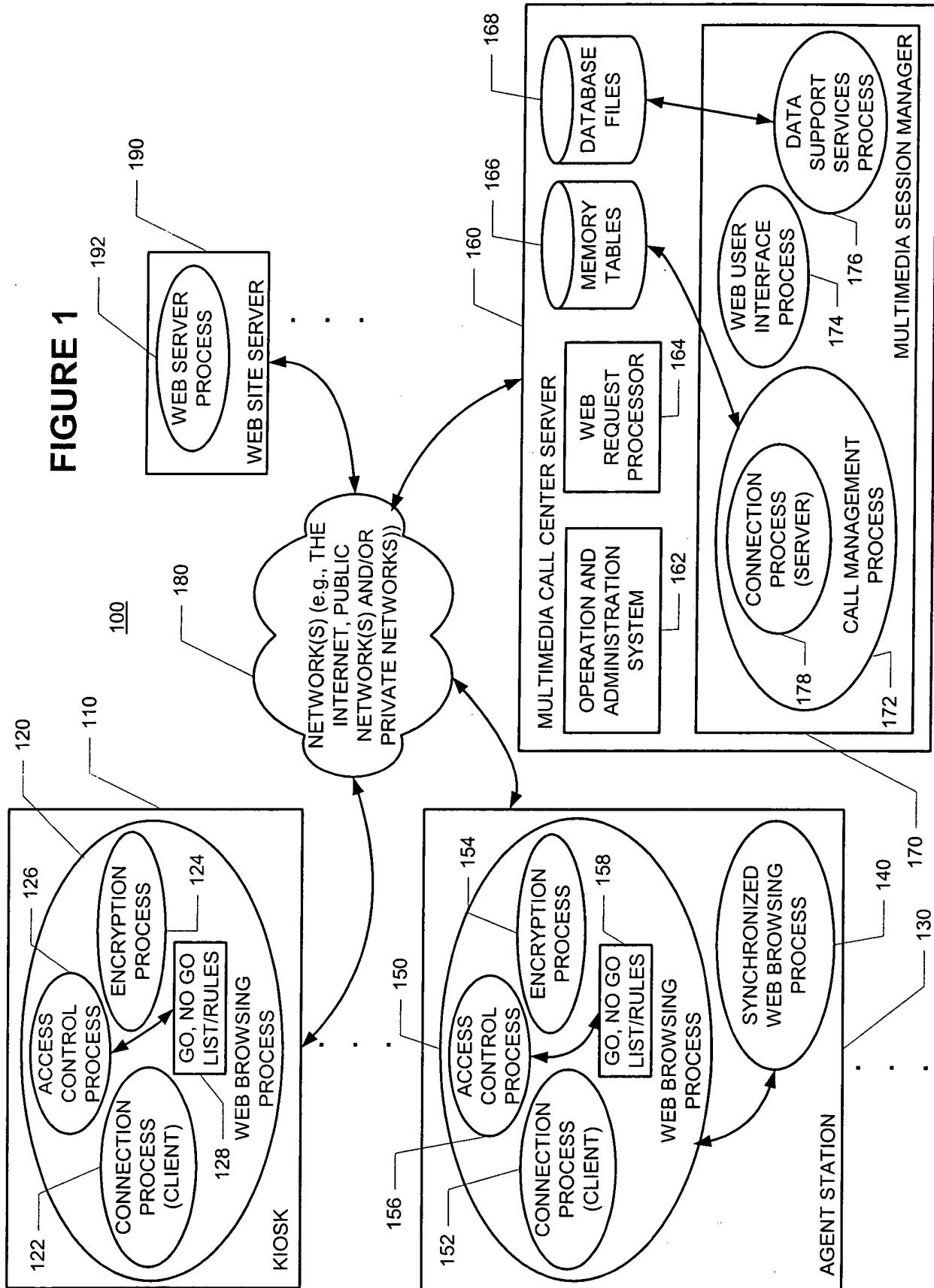


FIGURE 1



INPUT DEVICE(S) OUTPUT DEVICE(S) PROCESSOR(S) STORAGE DEVICE(S)

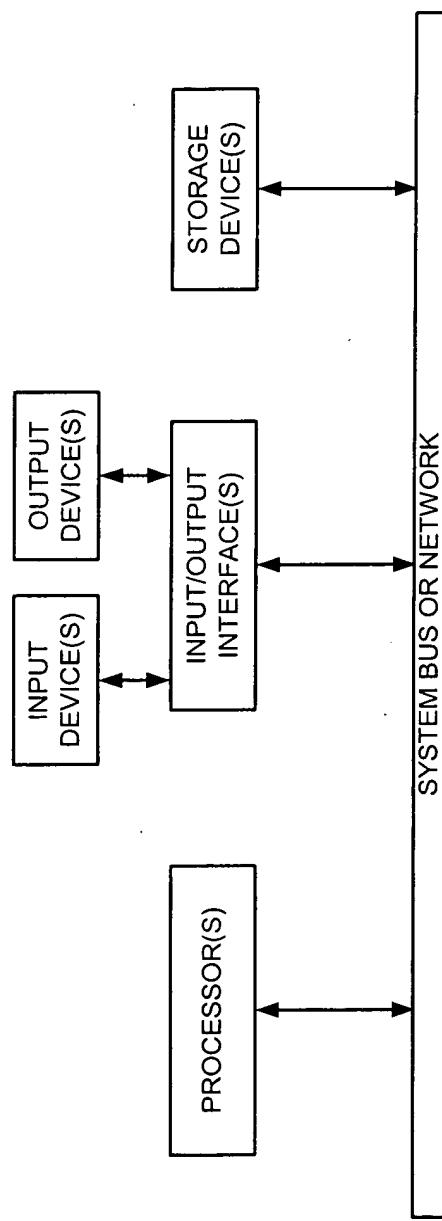


FIGURE 2

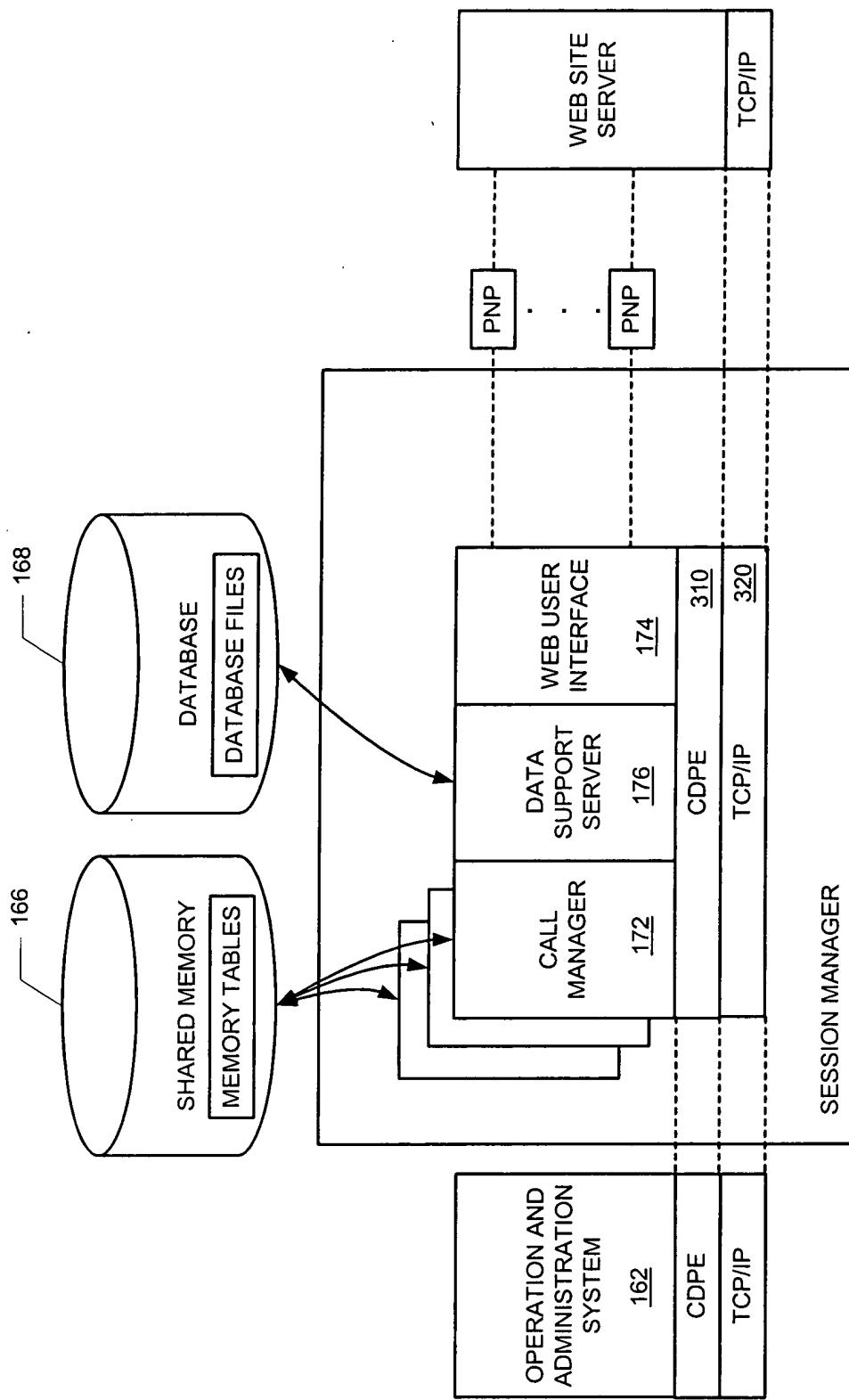


FIGURE 3

410 420 430

Field Name	Size (in bytes)	Description
440 Login	8	Unique Login Name
450 Password	8	Password for this login
460 Port_Id	16	Unique system assigned Identifier.
470 Dir_Listing	48	Name for this user as it appears in a Directory
Profile_Flag	4	Profile Flag for stations
Category_Flag	8	Category Flag (capabilities / authorization)
Pug_Member	8	Private User Group Flag
Primary_Skill_Flag	8	Flag Identifying the agents Primary Skill
Secondary_Skill_Flag	8	Flag Identifying the agents Secondary Skill
Default_Skill_Flag	8	Flag Identifying the agents Default Skill
configNum	4	Configuration File Number (PUG)
BitmapName	16	Bitmap Name

FIGURE 4

510 520 530

Field Name	Size (in bytes)	Description
540 Skill_Name	48	Name of this skill (unique)
Primary_Timeout	8	Primary Timeout in seconds (from hh.mm.ss)
Pri_VC_Protocol	4	
545 Pri_VC_Address	48	
550 Secondary_Timeout	8	Secondary Timeout in seconds (from hh.mm.ss)
Sec_VC_Protocol	4	
555 Sec_VC_Address	48	
560 Default_Timeout	8	Default Timeout in seconds (from hh.mm.ss)
Def_VC_Protocol	4	
565 Def_VC_Address	48	

FIGURE 5

Field Name	Size (in bytes)	Description
Category_Name	48	Name for Category (unique)

FIGURE 6

Field Name	Size (in bytes)	Description
Pug_Name	48	Private_User_Group Name (unique)

FIGURE 7

810 820 830 800 840

Field Name	Type	Size (in bytes)	Description
862			
Login	Char	8	The login name for this station
854			
Password	Char	8	Associated Password field
856			
Port_Id	Char	16	Stations Port_Id (unique)
Dir_listing	Char	48	The Directory Listing Field for the station
ProfileFlag	Long	4	Profile Flag
CategoryFlag	Long	4	CategoryFlag (Capabilities/authorization Flag)
PugFlag	Long	4	Private User Group Flag(PUG)
PriSkillFlag	Long	4	Primary Skill Flag (agent/ service only)
SecSkillFlag	Long	4	Secondary Skill Flag (agent / service only)
DefSkillFlag	Long	4	Default Skill Flag (agent / service only)
Status	Int	4	Station Status Field
862			
Timeout_Ticks	Long	4	Time from last station request
864			
VC_Protocol	Long	4	Video Conferencing Type Identifier
866			
VC_Address	Char	48	Video Conferencing Address
868			
Alt_Protocol	Long	4	Alternate Video Conferencing Type Identifier
870			
Alt_Address	Char	48	Alternate Video Conferencing Address
870			
IPAddress	Char	48	IP Address of a station
PortNum	Long	4	Port Number of a station
882			
EncryptionType	Long	4	Encryption Type Employed
884			
EncryptionKey	Char	48	Encryption Key
ConfigNum	Long	4	Default Configuration Number (PUG)
BitmapName	Char	16	Default Bitmap Name

FIGURE 8

900

Field Name	Type	Size (in bytes)	Description
StartTime	Time_t	4	Start time of the call
Party[0]	Int	4	Call Owner
Party[1]	Int	4	Party 1
Party[2]	Int	4	Party 2
Party[3]	Int	4	Party 3

FIGURE 9

1000

Field Name	Type	Size (in bytes)	Description
SkillName	Char	48	The name of the skill
skillFlag	Long	4	Skill Flag
PrimaryTimeOut	Long	4	Primary Timeout in sec
SecondaryTime Out	Long	4	Secondary Timeout in sec
DefaultTimeOut	Long	4	Default Timeout in sec

FIGURE 10

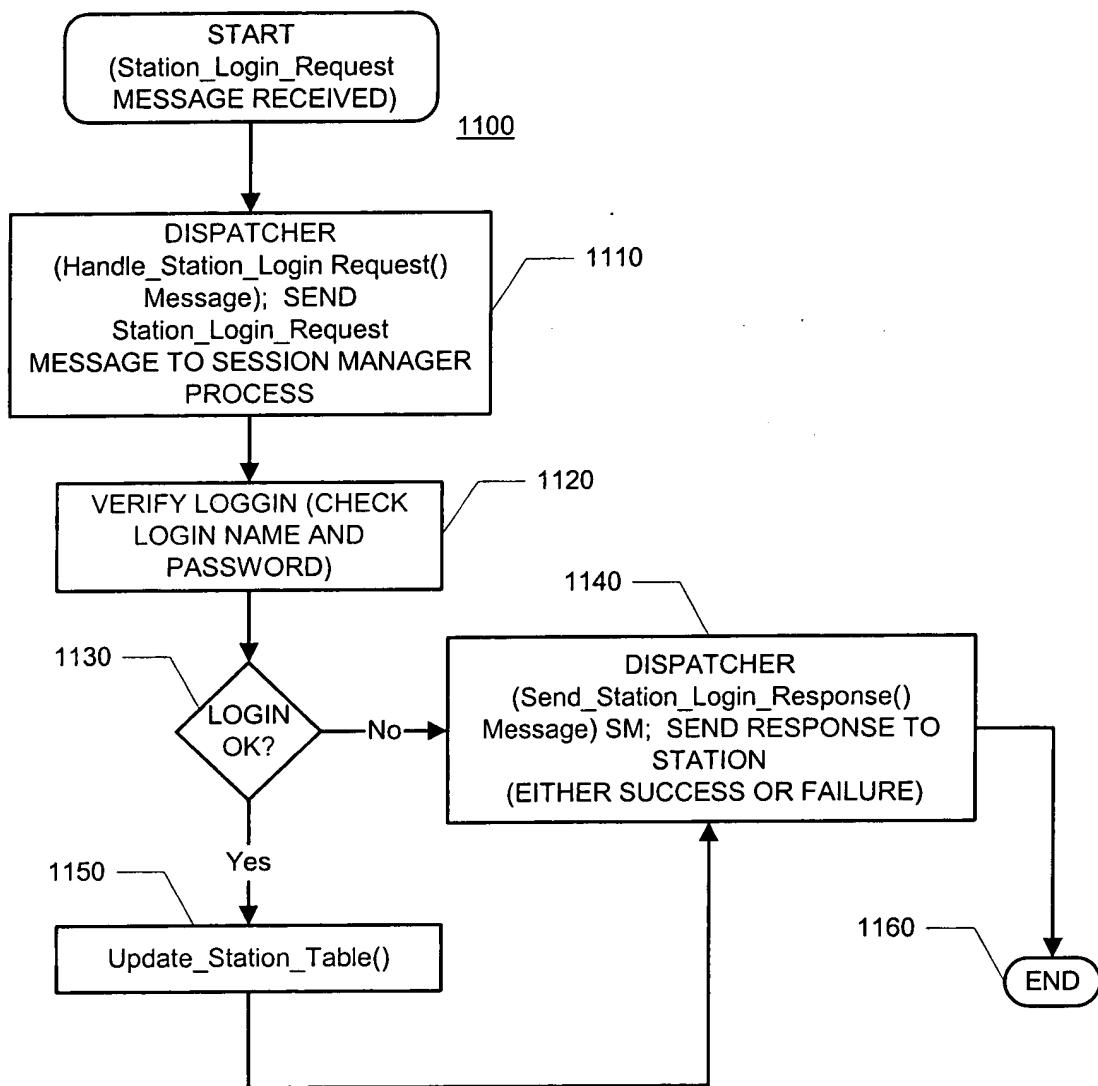


FIGURE 11

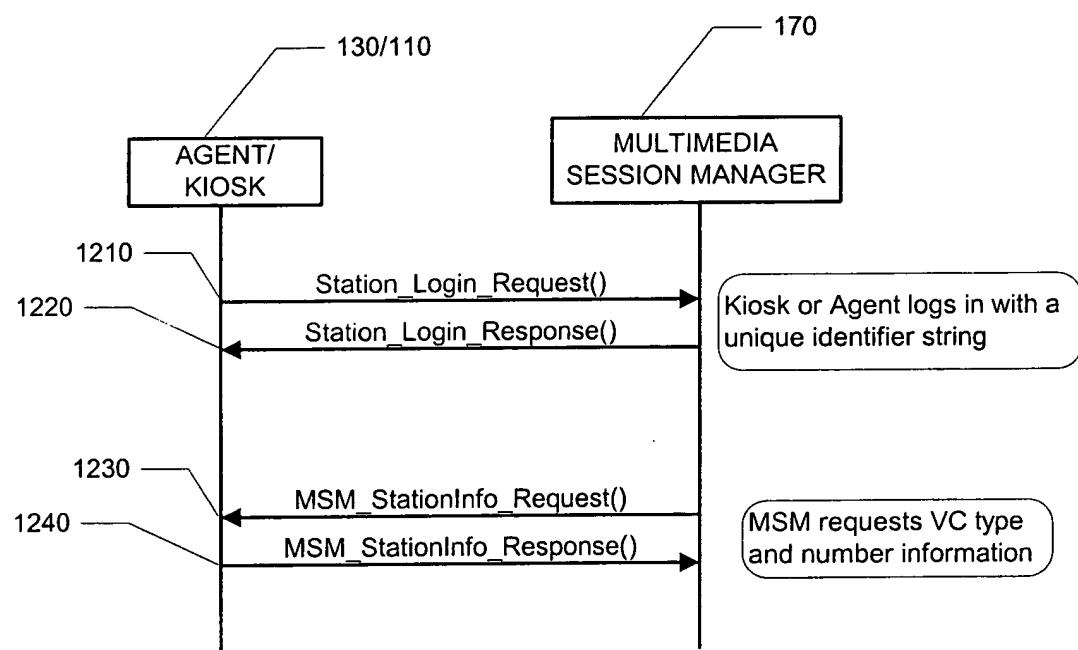


FIGURE 12

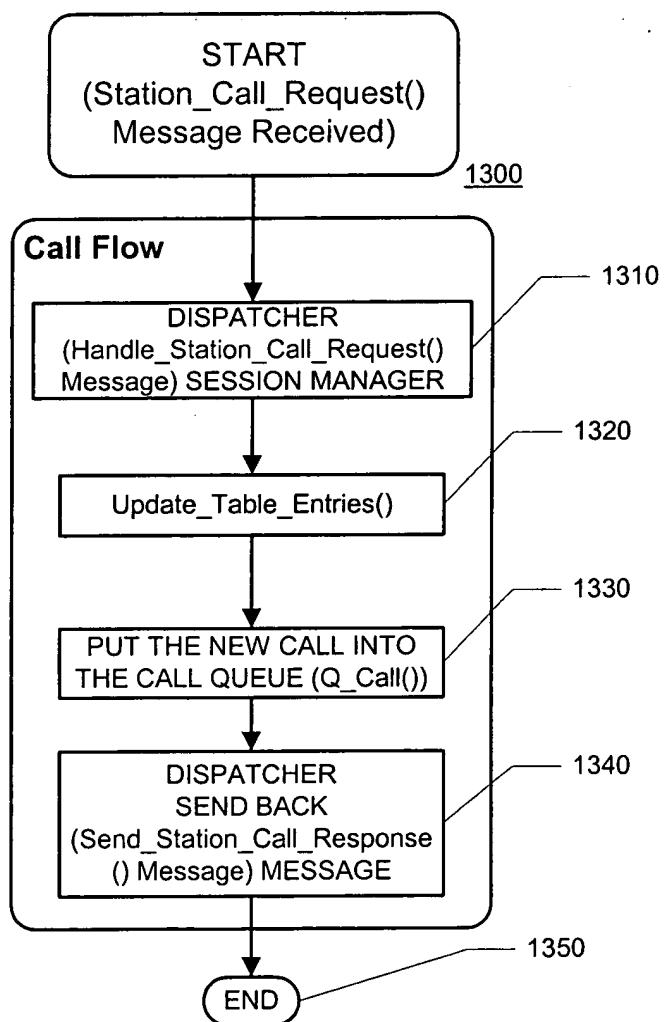
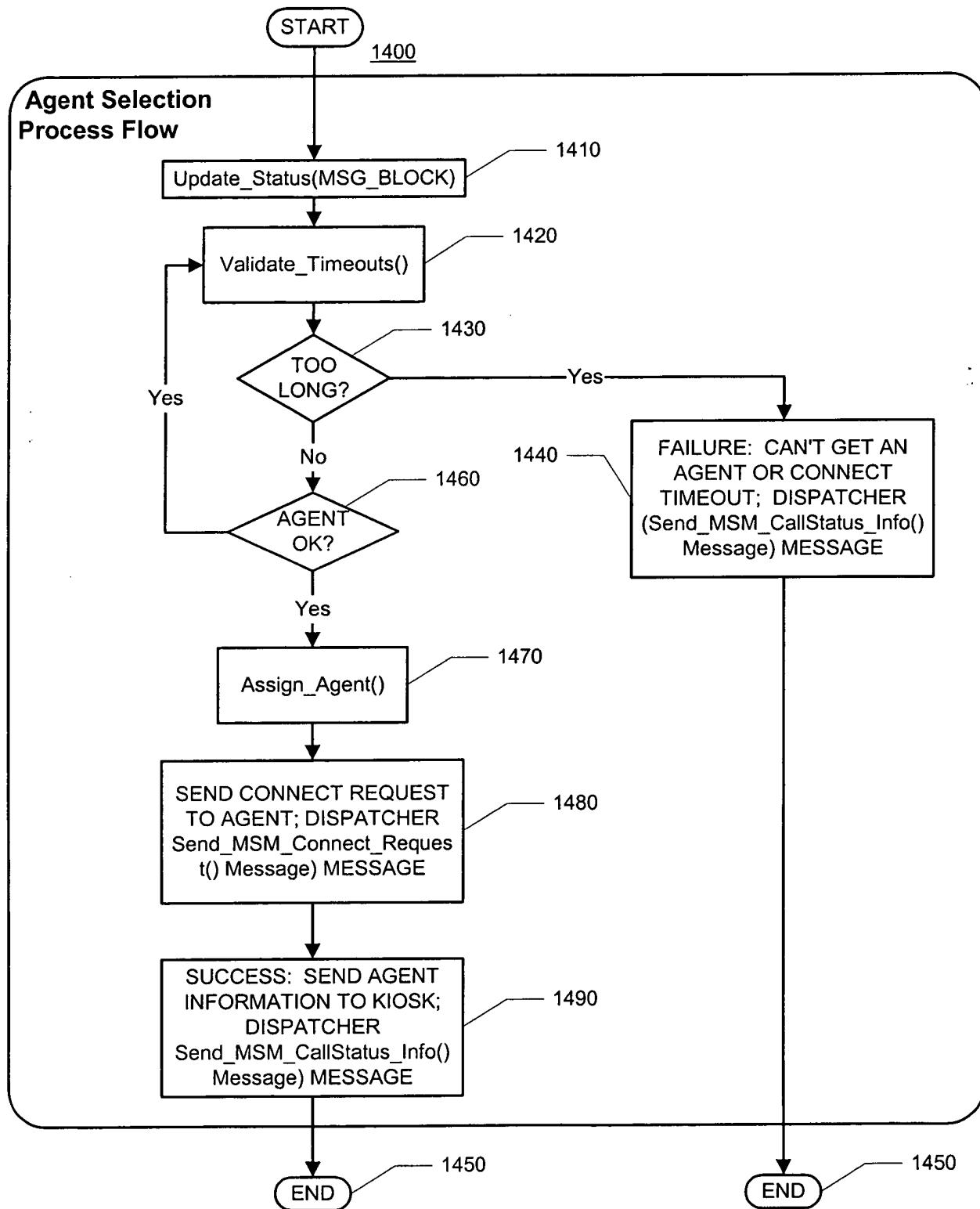


FIGURE 13

FIGURE 14



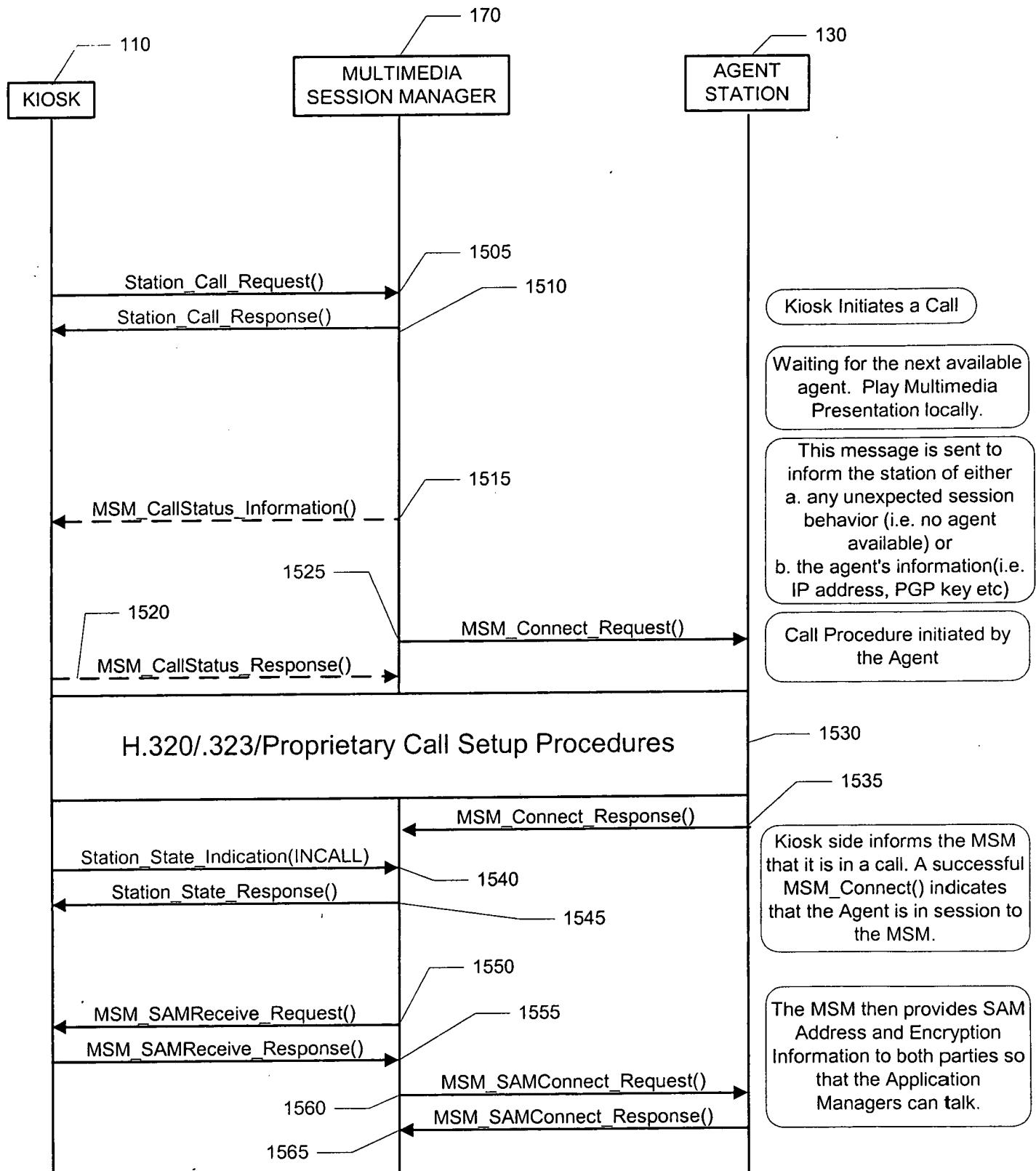
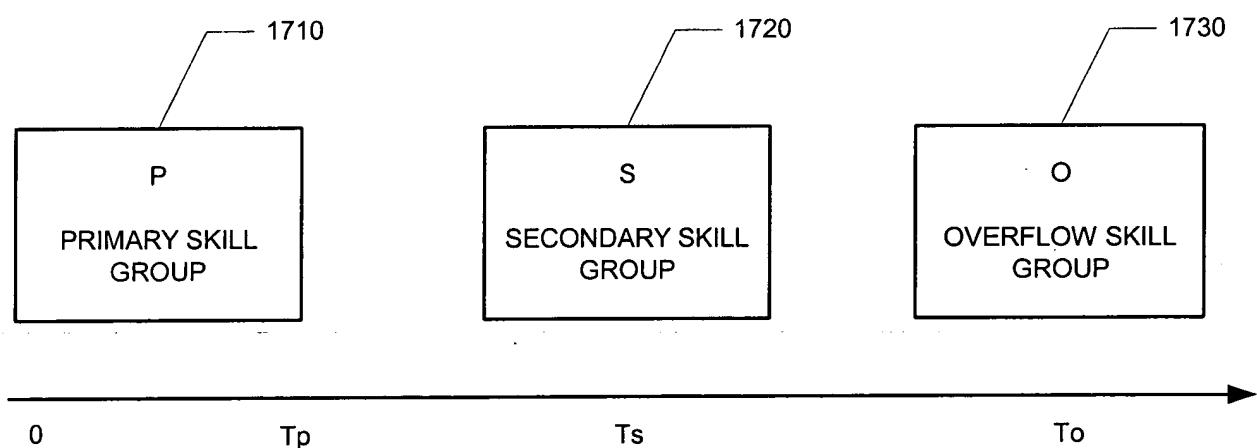


FIGURE 15

Field Name	Size (in bytes)	Description
Call_Q_First	4	Array Offset Index Pointer to first queue entry in Call Table
Call_Q_Last	4	Array Offset Index Pointer to last queue entry in Call Table

1600

FIGURE 16



$0 < t < T_p$ SELECT NEXT AVAILABLE AGENT IN P

$T_p < t < T_s$ SELECT NEXT AVAILABLE AGENT IN P OR S

$T_s < t < T_o$ SELECT NEXT AVAILABLE AGENT IN P, S OR O

FIGURE 17

MULTIMEDIA SESSION MANAGER
(CONNECTION SERVER) METHOD

178'

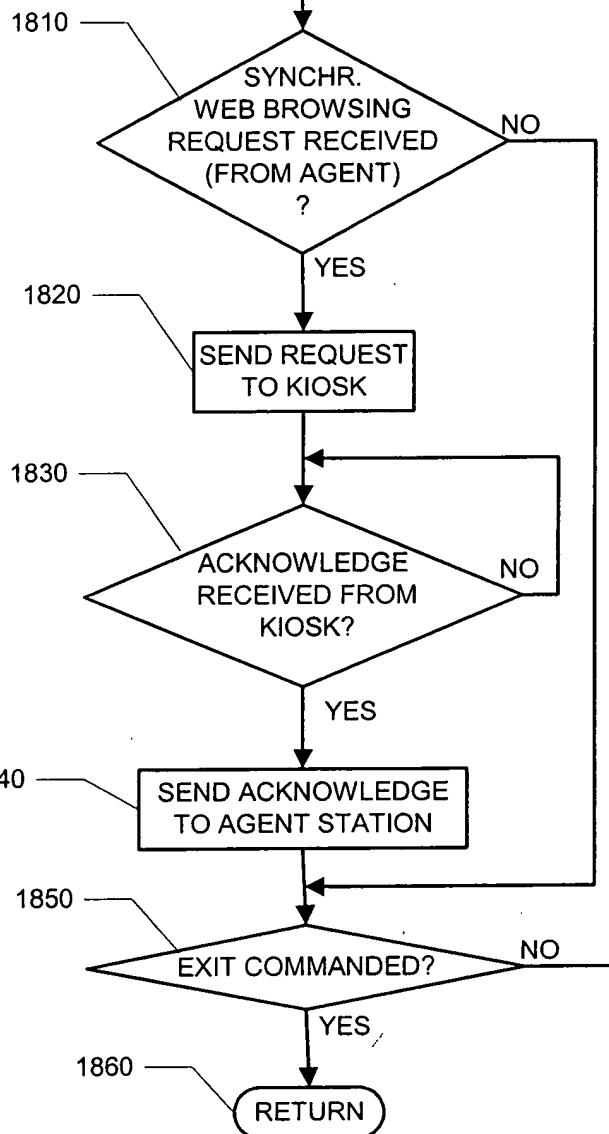


FIGURE 18

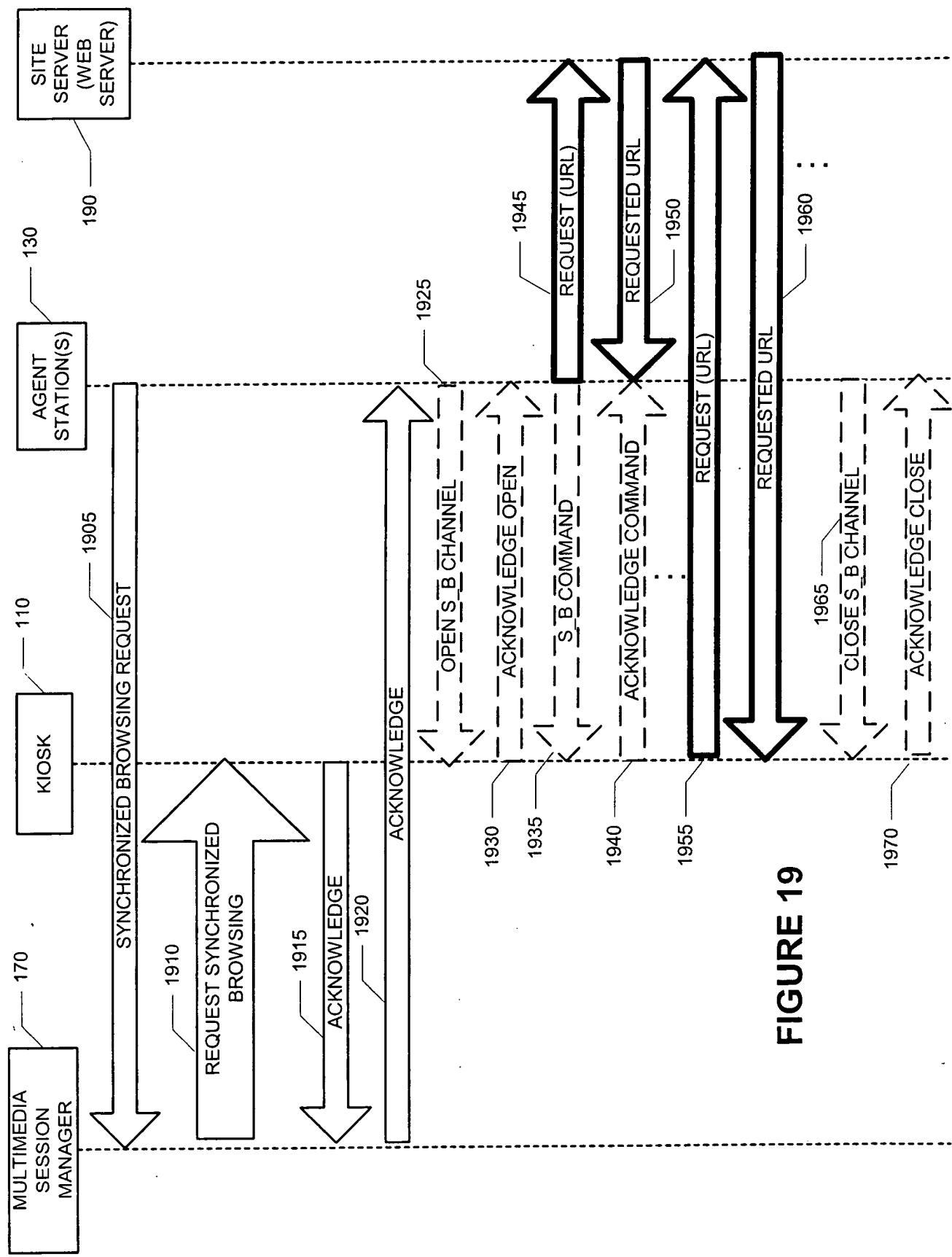


FIGURE 19

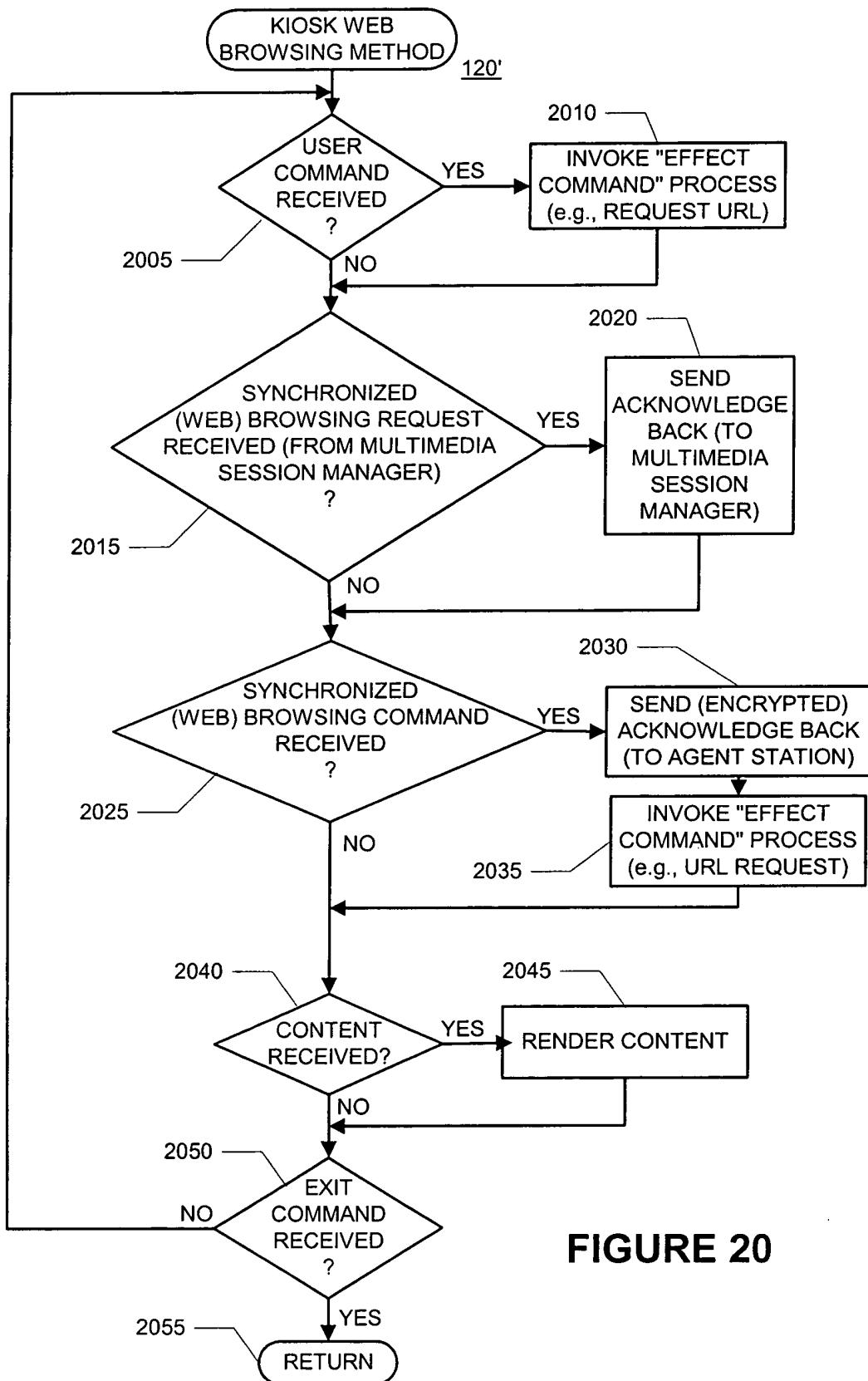
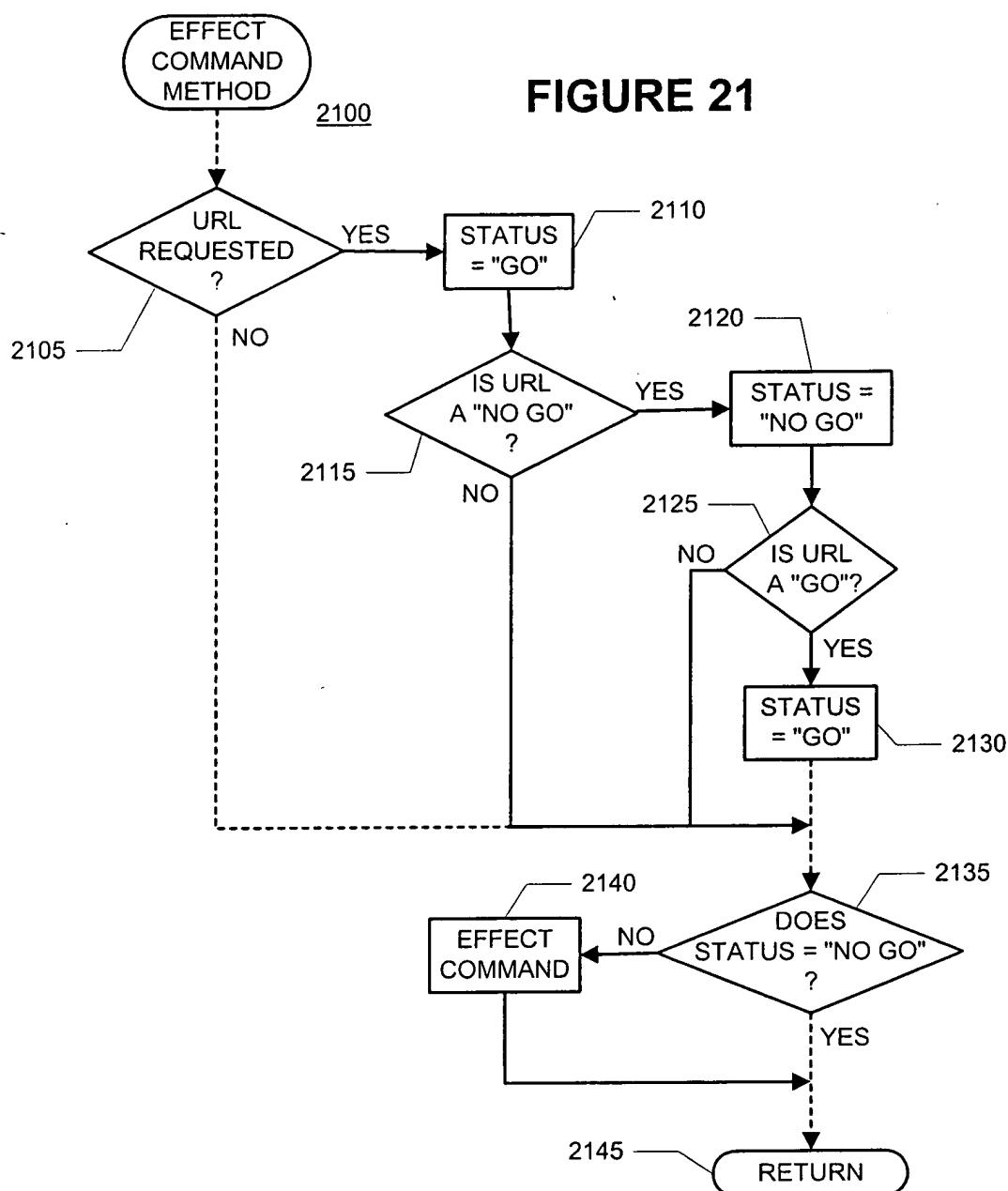


FIGURE 20

FIGURE 21



NO GO LIST AND/OR RULES

*.com
http://*
www.
⋮

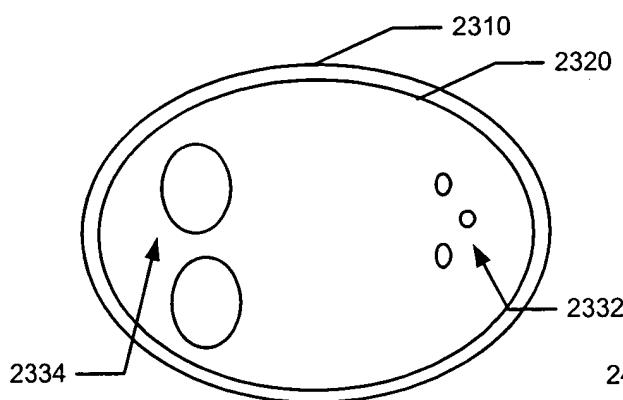
GO LIST AND/OR RULES

http://www.mellonbank.com
http://www.citibank.com
http://www.united_airlines.com
⋮
if *.mellonbank.com/*, then GO
if *.citibank.com/*, then GO
if *.united_airlines.com/*, then GO
⋮

FIGURE 22

128'

FIGURE 23



**FIGURE 24
(Prior Art)**

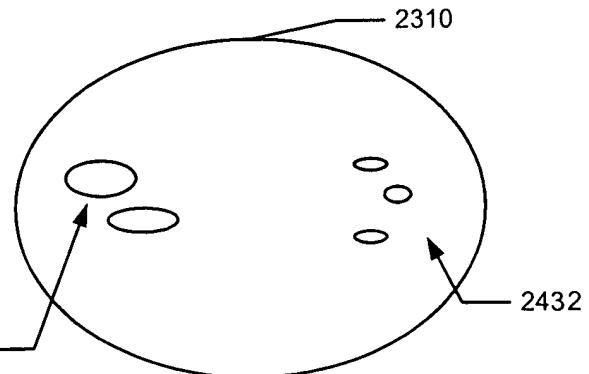


FIGURE 25

